

## Enhancing Accessibility – It's Just FARE

# Introduction to Offsite Cash Payments and Online Payment Agreements

Your FARE Share 2020

### Agenda

**How Offsite** Questions? Project Online Project Cash Works Description Schedule and Payment **Next Steps** Agreements

# Offsite Cash Payment Project

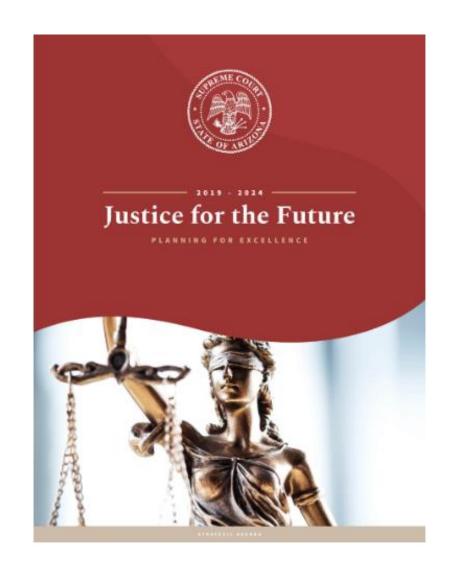


#### Task Force on Fair Justice and Justice for the Future

**Task Force on Fair Justice for All** 

- Report Recommendations

**Strategic Agenda: Justice for the Future** 



#### **Project Description**

Offsite Cash Payments (OCP) allow cash-preferred customers a secure and convenient method for paying court financial obligations without visiting the court. Conduent, the FARE Program vendor, has identified PayNearMe as a partner in the offsite cash payment project.

• The PayNearMe service will be available for customers to make cash payments at hundreds of retail locations statewide and over 30,000 locations nationwide and growing.

Cash payments through PayNearMe are accepted at participating retailers including; 7-11, CVS,

and Family Dollar





#### Administrative Order 2019-78

The new payment option is covered under Supreme Court Administrative Order No 2019-78 – Facilitating the Imposition and Collection of Court-Ordered Financial Obligations.

This order updates the forms of payment for a court-ordered financial obligation to include:

"e. Off-site cash payment through a vendor contracted with the AOC."

"f. The web payment website www.azcourtpay.com"

#### IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:	)	
	)	
FACILITATING THE IMPOSIT	ION AND )	Administrative Order
COLLECTION OF COURT-ORI	DERED )	No. 2019 - <u>78</u>
FINANCIAL OBLIGATIONS	)	(Affecting Administrativ
	)	Order No. 2017-80)
	,	•

Administrative Order No. 2017-80 requires all courts to implement procedures to assist people in complying with court-imposed financial obligations in criminal and civil traffic cases.

In furtherance of this directive, the Administrative Office of the Courts (AOC) is establishing a program supporting offsite cash payments at retail establishments around the State of Arizona and an online payment website.

Therefore, pursuant to Article VI, Section 3, of the Arizona Constitution,

IT IS ORDERED that Section 2 of Administrative Order No. 2017-80 is amended as follows:

"Section 2. Accepting the following forms or means of payment for a court-ordered financial obligation:

- a. Cash:
- b. Credit and debit card:
- Cashier's check, certified check, or other financial institution generated fund transfer instrument;
- . ivioney order;
- e. Off-site cash payment through a vendor contracted with the AOC; and
- f. The web payment website <u>www.azcourtpay.com</u>

In individual cases, forms of payment may be subject to reasonable restrictions and hold periods for clearance of funds.

If a court determines that an exception to the Minimum Accounting Standards of the Arizona Code of Judicial Administration (ACJA) is needed to comply with this section, a request for exception may be submitted pursuant to the requirements of ACJA, Section 1-401(E)(1)(c)."

#### What cases are eligible for Offsite Cash Payments?

#### **AJACS Courts**

- All cases in FARE
- All cases in post-disposition OLCP

#### **AZTEC Courts**

All cases in FARE

#### Non ACAP Courts participating in FARE

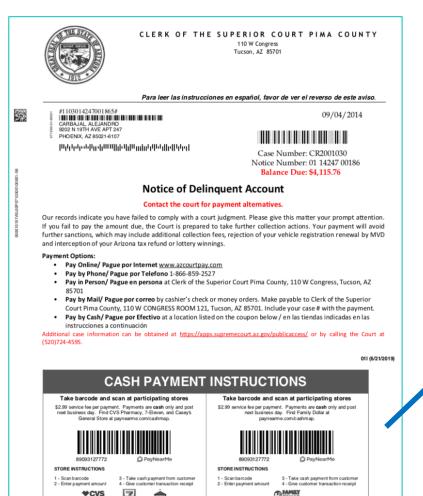
All cases in FARE

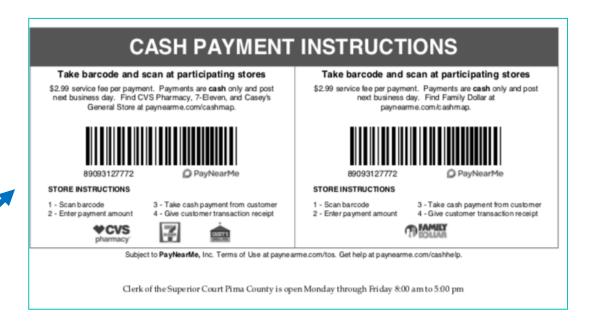


Participation
in FARE is
required for
this payment
service

### How Offsite Cash Payments Work – Obtain Barcode

To make a cash payment, the customer must obtain a PayNearMe barcode. The FARE notices are being enhanced to include the barcode.





### How Offsite Cash Payments Work – Obtain Barcode

Using their case information, the customer can also go to azcourtpay.com to create their own barcode. The barcode will be sent to the customer via email, text message or can be printed.

Sent to their phone....

Or printed......



PayNearMe PaySlip follow the instructions below.
\* A \$3.99 processing fee applies, \$1,500 maximum per transaction 10202 E Legal Tender Rd # \* Keep your receipt for proof of payment Lleve esta boleta de pago a una tienda participante y díga a Sundance Property cajero que siga las instrucciones de abajo.

\* Se aplicara una cuota de \$3.99 por procesamiento, máximo \$1,500 par Management, LLC \* Guarde el recibo como prueba de pago Cincinnati, OH 45242 Go to a nearby store Give this PaySlip to Cashier Get your receip You can locate a store at instructions holow for their store confirmation of your paymer www.paynearme.com/locations **CVS Cashier Instructions** 1. Scan the barcode 2. Ask the customer how much they want to pay 3. Enter the amount(a \$3.99 fee will be added) 4. Collect cash from the customer 5. Give the customer their receip Family Dollar Cashier Instructions Scan the barcode 2. Enter the amount 3. Touch 'Recharge' 4. Touch 'OK' 5. Tender transaction, give customer receipt 6. Print receipt for shift envelope Payment code: 3¥1720



Instrucciones de pago en español

PAY with CASH

Click Here for Instructions Cash Payment Locations

How to Pay with Cash - Help Video

How to Pay Online - Help Video

Public Access
to Court Information



#### Online Payment Home

To pay court financial obligations online or to obtain a "Pay with Cash" barcode, please follow these directions:

- 1. Enter your Notice, Case or Citation number in the box provided. If you do not have one of these numbers, please check the Public Access to Court Case Information web site to obtain a Case Number.
- 2. Click the Continue button to find your cases and begin the secure credit card payment process\* on our secure site.
- 3. Select Notice, Case or Citation number you wish to pay.
- 4. Follow the directions on the secured site to successfully process your payment. Payments can be made using Visa or MasterCard only.
- 5. Wait for a confirmation page. You may print the confirmation page for your records. A confirmation email will be sent to you upon request.

tice Number (Example: 01 03724 0013	34):		
se Number (Example: TR123456 or 12	23456):		
CR101127		×	
tation Number (Up to 21 Characters)			



Initial Inquiry: Case: CR101127

PAY with CASH

Verify your Identity to Obtain your Barcode

#### Verify Your Identity

Please verify your identity by selecting the correct name below and then clicking Continue.

If you do not see your name, click **Back to Home Page** and enter your information again. If you are still unable to verify your identity with the information provided, please contact the appropriate court listed on the this page for further information.

Last Name	Court	Your City of Residence
HOUSE	FLAGSTAFF MUNICIPAL	FLAGSTAFF AZ

⊕ Back to home page





Initial Inquiry:

Case: CR101127

Last Name: HOUSE

City of Residence:

FLAGSTAFF AZ



Select a Case to Obtain your Barcode

#### Select a Case

Please select the case you would like to pay from the following list and click **Continue**. If necessary, scroll down or click Next Page to see additional cases. You must review and pay each case individually.

Please select the case for which you would like to receive a PAY with CASH barcode and click Continue. If necessary, scroll down or click Next Page to see additional cases. You must review and select each case individually.

Cases without a select button are not eligible at this time. Please contact the appropriate court listed on this page for further information.

Disclaimer: Please be advised that although you may resolve your financial requirement(s) on these case(s) by paying the total amount due at this time, you may still have other outstanding obligations with the Arizona courts.

<ul> <li>● CR101127</li> <li>0341</li> <li>FLAGSTAFF MUNICIPAL</li> <li>\$117.50</li> </ul>	Case/Citation Number	Court No.	Court	Balance Due
	• CR101127	0341	FLAGSTAFF MUNICIPAL	\$117.50

← Return to verify identity





Initial Inquiry:

Case: CR101127

Last Name:

HOUSE

City of Residence:

FLAGSTAFF AZ

Court:

CR101127

FLAGSTAFF MUNICIPAL

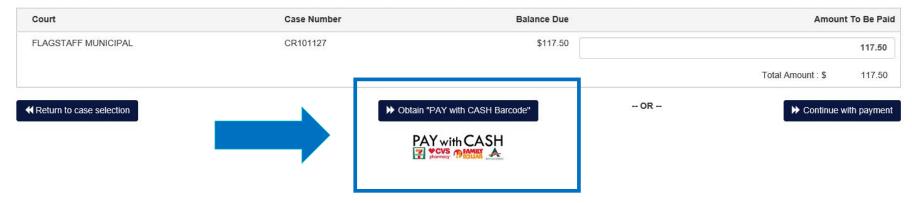
Selected Case/Citation No.:

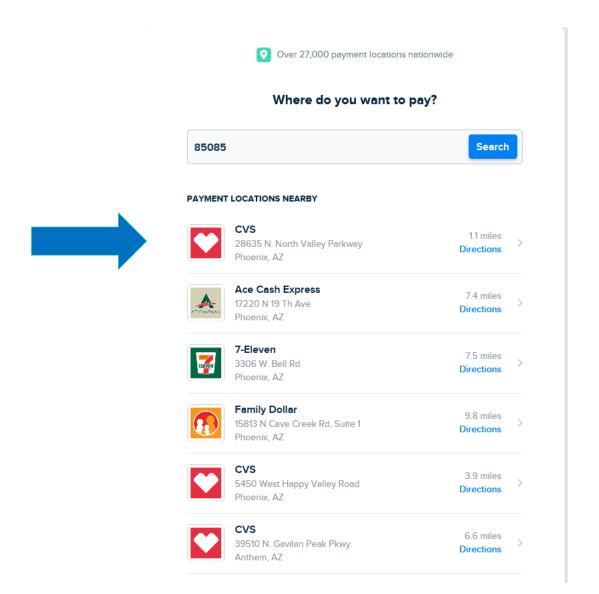
#### Case Detail: Enter Post-Disposition Payment

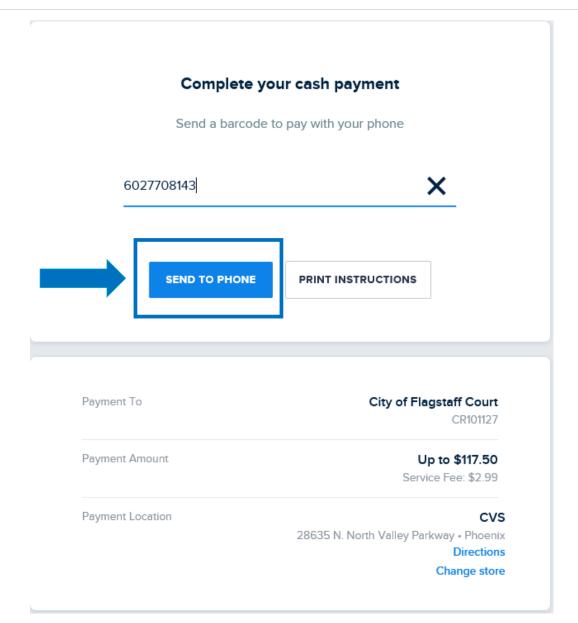
You may pay the total due on the case or make a partial payment. If you wish to make a partial payment, enter the dollar amount in the "Amount Paid" field and click **Continue With Payment**. A minimum payment of \$20.00 is required unless the balance due is less than \$20.00.

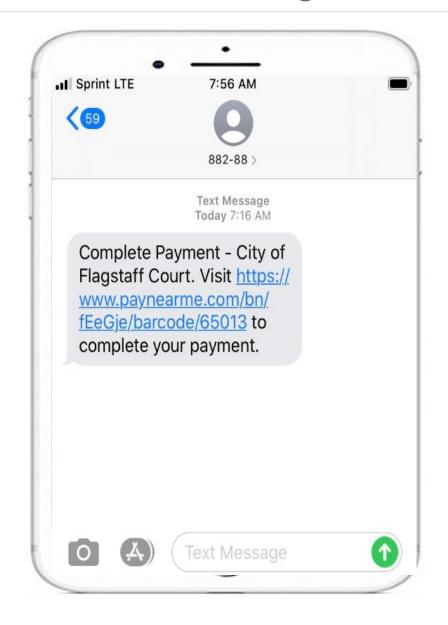
To obtain your barcode, click the Obtain "PAY with CASH" barcode button below.

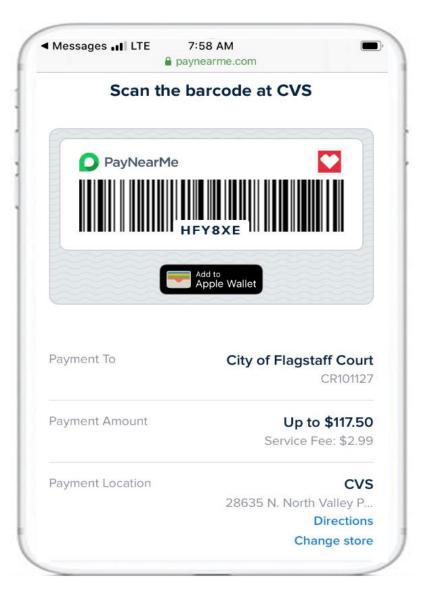
Disclaimer: Please be advised that although you may resolve your financial requirement(s) on these case(s) by paying the total amount due at this time, you may still have other outstanding obligations with the Arizona courts.

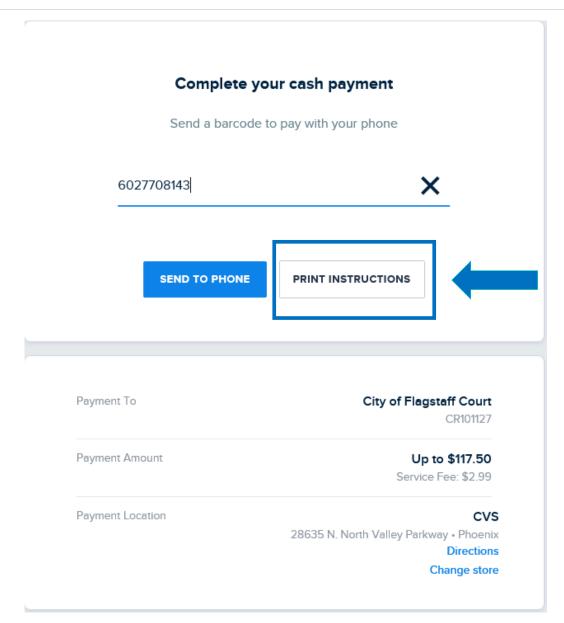














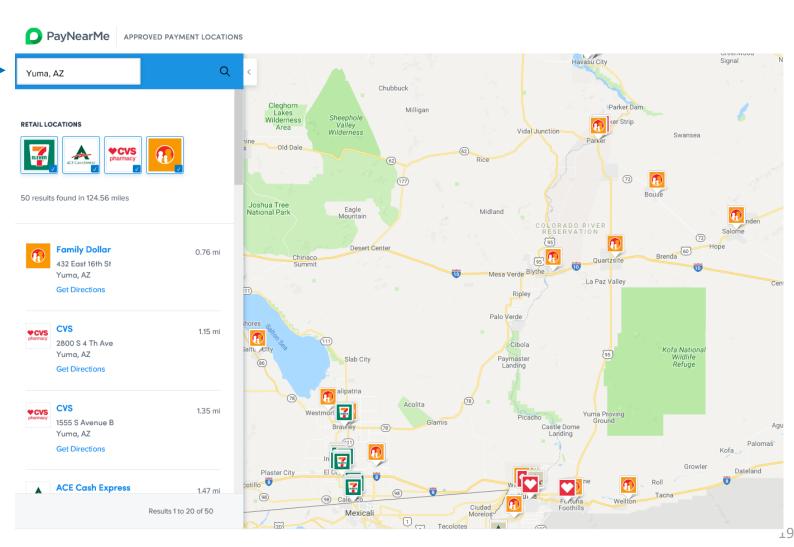


### How Offsite Cash Payments Work – Find the nearest PayNearMe Location

The customer or court staff can use a link on azcourtpay.com to locate the nearest

PayNearMe retail location.

Search by — address, zip code, or city name



# Scan, Pay and Go!...done in



seconds...



# Scan, Pay and Go!...done in



seconds...



Scan

Pay

# Scan, Pay and Go!...done in



seconds...



Scan

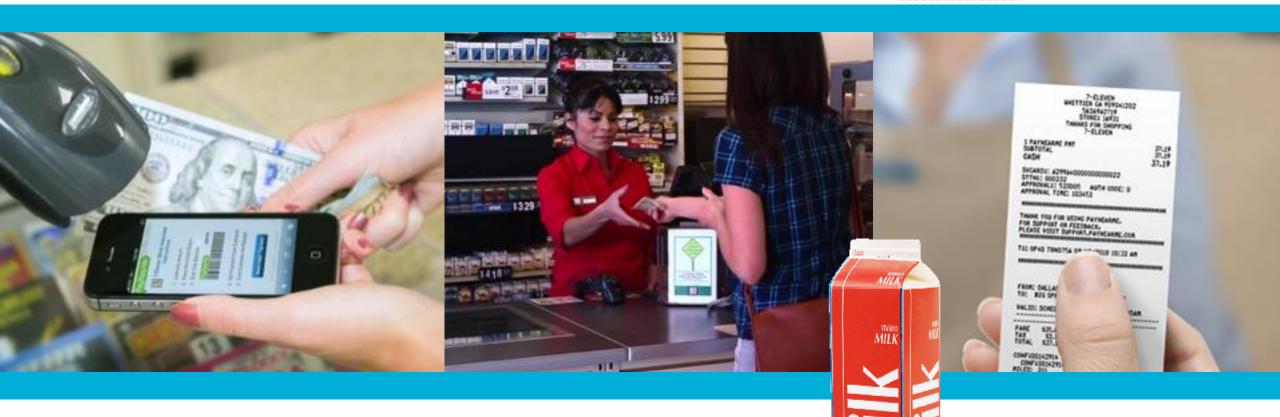
Pay

Go!

# Scan, Pay and Go!...done in



seconds...



...as easy as buying ....

### From the Store: PayNearMe Receipt Example

#### **Sample Receipt Printed Receipt FAMILY DOLLAR** STORE #07533 5700 N HIAWASSEE RD ORLANDO, FL., 407-295-7619 \$300.00 tendered PAYNEARME CF14 300.00 ##########5562 ACTIVATE. SWIPED APPROVED AUTH# 0000000001409668476 INVOICE #: 4104 08-12-2014 18:49:51 SEQUENCE NO: 410402 PAY HEAR ME CF14 FEE \$2.99 \$ 2.99 convenience fee added 2100183 TOTAL \$302.99 CASH \$302.99 total \$310.00 CHANGE \$ 7.01 \$310.00 offered THANKS FOR USING PAYNEARME. \$ 7.01 change KEEP THIS RECEIPT AS PROOF OF PAYMENT. FOR SUPPORT CALL 888-714-0004. TO GET A DETAILED RECEIPT, VISIT PAYNEARME.COM/RECEIPT ALL PREPAID FINANCIAL AND GIFT CARD SALES ARE FINAL - NO REFUNDS 99075330341040162943 ITEMS 2 08-12-2014 18:49:52 07533 03 960542 4104 Cash Check Debit Credit & EBT Accepted. THANK YOU.

#### Payment Made From a Phone Barcode

Payment Complete - City of Flagstaff Court

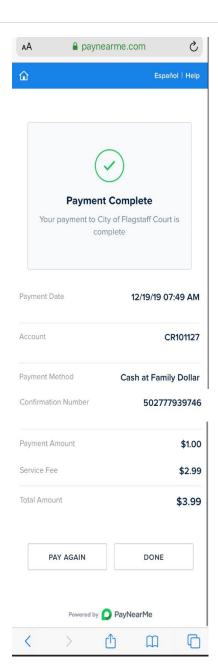
You made a payment of \$3.99 on 12/19/19. View your receipt or make another payment at <a href="http://pnme.co/LkTNR0d">http://pnme.co/LkTNR0d</a>. Reply STOP to stop





Text Message



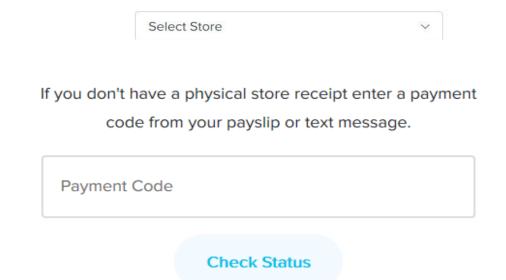


### From the Website: PayNearMe Receipt Example



## **Check Payment Status**

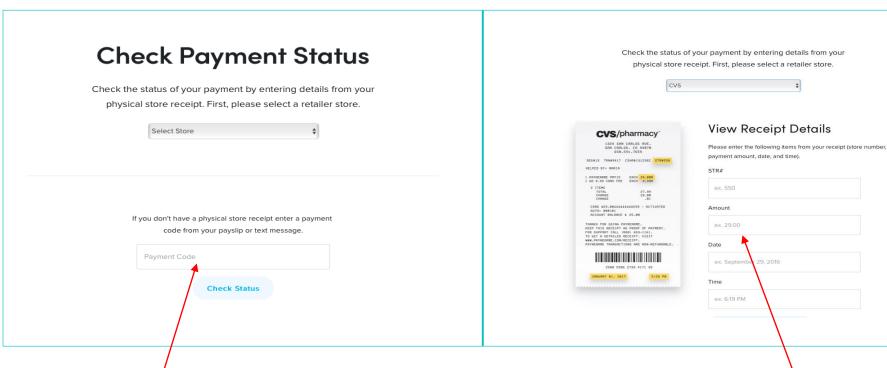
Check the status of your payment by entering details from your physical store receipt. First, please select a retailer store.



### From the Website: PayNearMe Receipt Example

## **Option #1:** Enter PayCode found near barcode on the bill

#### **Option #2:** Enter Receipt Numbers



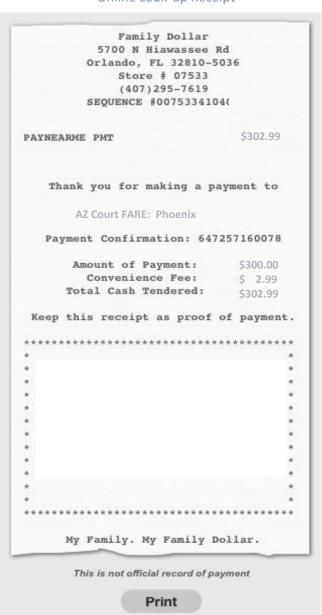
Barcode on citation





### From the Website: PayNearMe Receipt Example

Online Look-up Receipt



#### How Offsite Cash Payments Work – Simple, Convenient and Affordable



- Retailers open 7 days a week (some 24x7) and most holidays
- Court payments can be combined with any other purchase
- Easy for both the cashier and customer just scan a barcode

- Consumer Pays \$2.99
- Court receives 100% guaranteed funds
- No cost to court

### How Offsite Cash Payments Work – Payment to Court's CMS

The cash payment will be receipted to the customer's case within 15-30 minutes. The incoming payments will look like a FARE web-payment, but will have a unique confirmation code to differentiate them.

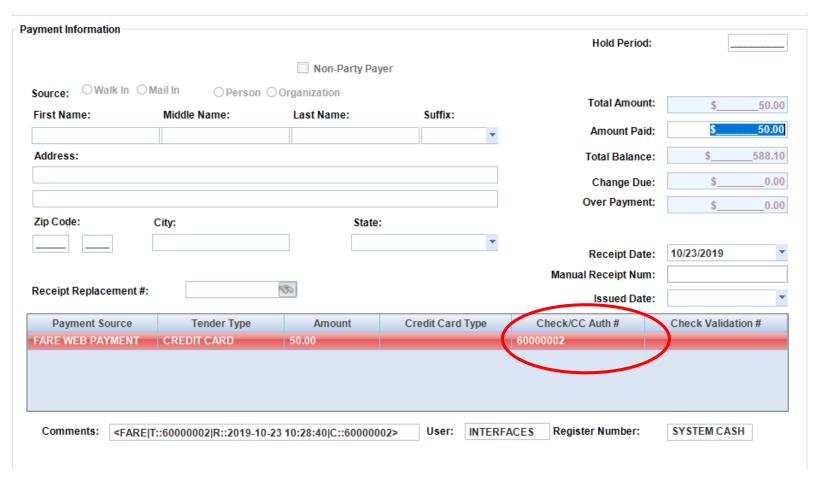


Payment receipted within 15-30 min

COURT CMS CASE INFO

### AJACS – Payment Receipt Example

Offsite cash payments will be processed as FARE WEB PAYMENTS, but can be identified by the CC Auth # that starts with a "6". Offsite Cash Payments will always begin with a "6".



### How Offsite Cash Payments Work – ACH Deposit to Court's Bank

The cash payment will be deposited directly into the court's designated bank account. The ACH deposit occurs within 3 days, similar to current credit card deposits.





#### Bank Deposit Report

PayNearMe provides several tools to help with reconciliation. Deposit reports are created each time a deposit from PayNearMe is made to the Court's bank account. The report will include all of the transactions included in the deposit for that day.



Order/Auth ID	Customer ID	PNM Transaction ID	PNM Date	PNM Time (PST)	Principal Amount	Commissions	Net Amount	
82782123381	CT5162019	362509721030	8/2/2019	2:01:00 PM	52.99	2.99	50.00	
82782123382	CT5162020	490226798556	8/2/2019	2:02:00 PM	27.99	2.99	25.00	
					80.98	5.98	75.00	Total

#### **Bank Statement**

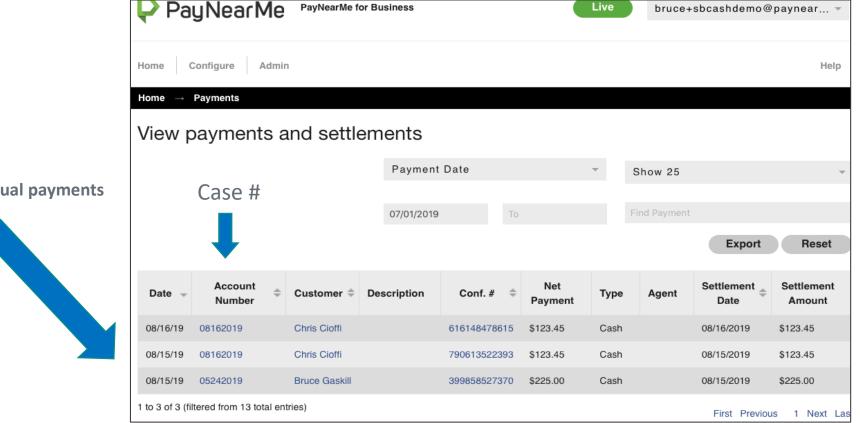


Deposit report total will match the actual deposit made to the Court's bank account

**Deposit reads: PayNearMe EDI PYMNTS** 

### Transaction Research & History

The PayNearMe portal will provide the Court and the AOC with a complete log of all cash transactions made. This information can be used for researching customer payments. The information is updated real-time. The portal also includes copies of all previous bank deposit reports.



#### FARE Payment Reconciliation

The Conduent Web/IVR/OLCP report currently emailed to the court's FARE in-box will be enhanced to show Offsite Cash Payment transactions.

PROGRAM: A3RPTWID-0751 Conduent Business Services, LLC. RUNDATE: 12/19/2019

FARE RUNTIME: 05:58:4
AZ FARE-INTERIM DAILY WEB/IVR/OLCP/PBC PAYMENT REPORT PAGE NO:

COURT : 0751 COURT NAME : Scottsdale Muni PROCESS DATE: 12/18/2019

MERCHANT NUMBER: 0849214130882

ITEM #	CASE NUMBER	DATE OF BIRTH	NAME	COUNT #	AMOUNT PAID	BEG BAL DUE	NEW BAL DUE	CREDIT	PAID	CONFIRM NUMBER
	PR-2019025099	07/10/1004		00-00	\$99.00			VI	WEB	092074346
	TR-2017013324		DE LA CRUZ, SHAHIN	00-00	\$25.00	\$99.00 \$1,023.67	\$0.00 \$998.67	AI AI	WEB	092073512
			DUNN LACROSS, SEIANNA J		•		•			
	TR-2014026013		EASTWOOD, STEPHANIE H	00-00	\$30.00	\$141.35	\$111.35	VI	WEB	092073671
	TR-2015003390		EASTWOOD, STEPHANIE H	00-00	\$30.00	\$142.51	\$112.51	VI	WEB	092073668
	TR-2009004347		ENGRAV DANTET. A	00-00	\$242 76	\$242 76	\$0.00	VΤ	WER	092073444
	CR-9108206		JONES, SUSAN R	00-00	\$1.00	\$199.92	\$198.92	CA	PBC	063225253
7	CR-2018000931		KNOX, TARAH L	00-00	\$85.00	\$1,267.00	\$1,182.00	VI	WEB	092073637
8	TR-2006031439	07/21/1958	KURRJR, HOWARD J	00-00	\$50.00	\$671.99	\$621.99	VI	WEB	092073082
9	TR-2007005767	07/21/1958	KURRJR, HOWARD J	00-00	\$50.00	\$1,317.99	\$1,267.99	VI	WEB	092073083
10	PR-2019019763	05/30/1972	LOHRENZ, ANTHONY G	00-00	\$99.00	\$99.00	\$0.00	VI	IVR	092073805
11	TR-2018027988		LUJAN, VINCENT R	00-00	\$75.00	\$1,223.48	\$1,148.48	MC	WEB	092073092
12	TR-2018019878	7.	MATHESON, BRENNAN M	00-00	\$449.82	\$449.82	\$0.00	VI	WEB	092074050
13	TR-2017021663	12/15/1995	OJEDA JR, RAMON	00-00	\$100.00	\$1,066.00	\$966.00	VI	WEB	092074137
14	TR-2017029622		POWERS, ALEXANDRIA B	00-00	\$50.00	\$1,943.62	\$1,893.62	VI	WEB	092074379
	CR-2017018785		ROWE, ANNA A	00-00	\$20.00	\$1,550.00	\$1,530.00	VI	WEB	092073861
	TR-200412767		SCHELACH, MICHAEL H	00-00	\$100.00	\$900.00	\$800.00	VI	WEB	092073675
	CR-2017028232		SMITH, JACOB L	00-00	\$50.00	\$953.70	\$903.70	VI	WEB	092074215
	TR-2017023755		THEPKHUM, SAMRAN	00-00	\$25.00	\$716.97	\$691.97	VI	WEB	092074086
	TR-2017026931		THEPKHUM, SAMRAN	00-00	\$25.00	\$1,801.97	\$1,776.97	VI	WEB	092074091
			•						WEB	
	TR-2018008116		TIMMONS, RANDALL S	00-00	\$35.00	\$178.70	\$143.70	MC		092073159
	CR-2006027535	• • • • • • • • • • • • • • • • • • • •	VAN NATTER, ANGELA L	00-00	\$20.00	\$152.17	\$132.17	VI	WEB	092073774
22	TR-2007009050	06/05/1970	VAN NATTER, ANGELA L	00-00	\$20.00	\$390.56	\$370.56	VI	WEB	092073773

Paid By Casr

TOTAL RECEIVED: \$1,681.58

### AJACS Report Example

#### FARE Offsite Cash Payment Report – EXAMPLE DATA

#### SOUTH TUCSON MUNICIPAL

Report generated on: 11/6/2019 8:19:58 AM

Criteria: Date From: 10/22/2019 Date To: 11/6/2019 Cashier: Offsite Cash

Location: ALL

Date	Receipt Number	Beginning Balance Due	Paid Amount	New Balance Due	Type Of Payment		Confirmation Number	Void Reason	Case Num	ber	Defendant Name	
10/23/2019	F00000192	638.10	50.00	588.10	OFFSITE CA	ASH	60000002		M1042CT201	9000041	JANUARY, CHETINA	
10/23/2019	F00000193	1309.24	75.00	1234.24	OFFSITE CA	ASH	60000003		M1042CT201	9000054	WASHINGTON, LAURA	
10/23/2019	F00000194	374.75	100.00	274.75	OFFSITE CA	ASH	60000004		M1042CT201	9000068	HAYES, LAURA	
10/23/2019	F00000195	71550.65	175.00	71375.65	OFFSITE CA	ASH	60000005		M1042CM201	19000006	GRAND, DONALD	
10/23/2019	F00000196	296.60	55.00	241.60	OFFSITE CA	ASH	60000006		M1042CT201	9000093	FERNANDEZ, DENNIS BECK	
10/23/2019	F00000198	643.60	95.00	548.60	OFFSITE CA	ASH	60000008		M1042TR201	9000059	STEELE, KENDALL HUYNH	
Total Number	of Transactions	by OCP :	6	Total Amount by (	DCP: \$	550.00	Total Vole	d Amount by	OCP: \$0	.00	Total Receipt Amount:	\$550.00
Total Number	of Transactions	:	6 1	Total Pald Amou	nt: \$5	550.00	Total Volc	d Amount:	\$0	.00	Total Deposit:	\$550.00

#### **FAQs**

#### What is PayNearMe?

PayNearMe makes it easy and convenient for you to make a payment with cash at thousands of trusted payment locations nationwide, including participating 7-Eleven, CVS Pharmacy, Casey's General Store, and ACE Cash Express locations.

#### How can I make a PayNearMe payment?

Making a cash payment is easy! Follow these three steps:

- Locate the barcode on your notice or get your code by visiting www.azcourtpay.com.
- Show your barcode at any participating store and ask the cashier to make a cash payment. A \$2.99 fee applies. Before you go, know your balance due and how much you want to pay. The cashier will not have access to this information.
- Keep your receipt. The court is notified automatically, and payment posts within 15 minutes.

#### How can I get my barcode?

Your barcode is found on your court notice and can be taken directly to a participating retail store. You may re-use the same barcode each month.

#### Where can I make a payment?

Find a participating retailer nearest to you by visiting paynearme.com/map.

# Who can I contact for help or questions about my account?

To get started with making a cash payment, visit www.azcourtpay.com. For questions about your account, contact the Arizona Courts at (800) 720-7743.

# When will the court be notified of my payment?

The Arizona Courts will be notified automatically, and payment will be applied within 15 minutes.

#### Is there a fee to make a cash payment?

A \$2.99 fee per payment applies for payment amounts up to \$1,000.

### Next Steps – Marketing Materials

In addition to training, the AOC is working with PayNearMe to develop several types of marketing materials for the courts.

- Small Brochures
- Posters
- Program FAQs
- Web logo's and links that can be added to your court's website
- Press Releases



#### Marketing Materials – Business Card Size



MAKE A PAYMENT AT CVS









#### Pay your court obligation with cash at 7-Eleven, CVS Pharmacy, and more

- Locate the barcode on your notice or get your code by visiting www.azcourtpay.com.
- Show your barcode at any participating store and ask the cashier to make a cash payment.
   A \$2.99 fee applies. Before you go, know your balance due and how much you want to pay.
   The cashier will not have access to this information.
- Keep your receipt. The court is notified automatically, and payment posts within 15 minutes.

Got questions? Call (800) 720-7743 or visit www.azcourtpay.com



Reverse side printed in Spanish

### Marketing Materials – Poster (11 x 17)





#### Pay your court obligation with <u>cash</u> at 7-Eleven, CVS Pharmacy, and more

#### **HOW IT WORKS**

- Locate the barcode on your notice or get your code by visiting www.azcourtpay.com.
- Show your barcode at any participating store and ask the cashier to make a cash payment. A \$2.99 fee applies. Before you go, know your balance due and how much you want to pay. The cashier will not have access to this information.
- Keep your receipt. The court is notified automatically, and payment posts within 15 minutes.





MANY LOCATIONS

Also available in Spanish

YOU MAY ALSO PAY ONLINE AT WWW.AZCOURTPAY.COM

### Marketing Materials – Program FAQs













Pay your court notice with cash at neighborhood retail locations with PayNearMe.







MANY LOCATIONS **OPEN 24/7** 

#### What is PayNearMe?

Psythicartife makes it easy and convenient for you to make a payment. with cash at thousands of trusted payment locations nationwide, including participaling 7 flower, CVS Pharmacy, Casary's General Store, and ACE Cash Express locations.

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To obtain a digital barcode on your mobile device, visit www.azcourtpay.com Got questions? Call (800) 720-7743 or visit www.azcourtpay.com

Also available in Spanish



#### Next Steps – Estimated Dates

The Offsite Cash Payment project is scheduled to be launched statewide during the first quarter of 2020 following a pilot with four courts. The following project milestones that are either in progress or are planned before implementation.

MILESTONE/ACTIVITY	ESTIMATED DATE
Complete programming	October
Begin integration testing between PayNearMe, Conduent and AOC	November
Perform pilot implementation (4 selected courts)	December – January
Implement onboarding with all courts statewide	December – February
Host training for all court staff statewide	December – February
Complete statewide implementation	March

# Online Payment Agreements

"OPA"

### Future Fair Justice Inspired Initiatives – Coming in 2020

Linked directly to the Fair Justice Initiatives and the Supreme Court of Arizona's Strategic Agenda, the AOC is currently working on several projects to improve access to justice through technology.



- Online Payment Agreements
- Online FARE CAP Payment Agreements



### Online Payment Agreements

- Allow customers convenience
- Statewide workgroup met in January and February 2019
- Eligible cases:
  - Pre-dispo OLCP that are "plea and pay" eligible
  - Post-dispo OLCP
  - FARE cases
- Ineligible cases:
  - Cases on warrant or probation
  - Cases with interest accruing



### Online Payment Agreements

- No down payment required unless applying for FARE CAP
- Minimum monthly payment based on total balance or higher amount if entered by defendant
- Portal is for new payment agreements only; modifications need to be done at court
- Option to enroll in Monthly Automatic Payments (credit card)
- Text reminders for payment due date and missed payments
- Working with courts, committees and AOC Legal on necessary changes to authorities

### Questions?

